

# Finance and Resources Committee

10.00am, Thursday, 3 November 2016

## Approval of Framework Agreement for the Provision of Interpretation, Translation and Communication support

Item number	7.11
Report number	
Executive/routine	
Wards	

### Executive Summary

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This report seeks the approval of the Committee to appoint a framework agreement of suppliers for the provision of the overflow of interpretation and translation services not currently met directly by the Interpretation and Translation Service (ITS).

The framework agreement will run for a period of three years with an option to extend for an additional twelve month period and will deliver an estimated saving of £42k per annum (£168k for the full contract period including extensions).

Recommendations relating to the wider management of the ITS are detailed in a separate report on the Committee agenda.

### Links

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Coalition Pledges	<a href="#">P30</a>
Council Priorities	<a href="#">CP11</a> <a href="#">CP13</a>
Single Outcome Agreement	<a href="#">SO4</a>

# Report

## Approval of Framework Agreement for the Provision of Interpretation, Translation and Communication support

### 1. Recommendations

1.1 It is recommended that the Finance and Resources Committee approve the appointment of the following suppliers to the framework agreement for each respective Lot.

Lot 1 - Interpretation Face to Face	Lot 2 - Interpretation – Telephone	Lot 3 - Translation	Lot 4 - British Sign Language (BSL), lip reading, deaf blind communication etc.	Lot 5 - Braille and other formats such as audio, large print etc.
DA Languages Ltd	DA Languages Ltd	DA Languages Ltd	Sign Language Interactions Ltd	DA Languages Ltd
Prestige Network Ltd	AA Global Language Services Ltd	The Language Room	DA Languages Ltd	
Global Language Services Ltd	Supreme Linguistic Services Ltd	AA Global Language Services Ltd	Prestige Network Ltd	
Elite Linguists C.I.C.	Prestige Network			
Supreme Linguistic Services Ltd	Global Language Services Ltd			

1.2 It is intended that the framework agreement will be in place for a period of three years with an option to extend for an additional twelve month period from 1 December 2016, with a total estimated value of £1,824,000 for the full contract period including extensions.

### 2. Background

2.1 The Council manages and operates an interpretation and translation service to support its community and equalities goals. The following services are delivered by the ITS:

- Interpretation – face to face;
- Interpretation – telephone;

- Translation;
  - British Sign Language; and
  - Braille and other formats such as audio, large print etc.
- 2.2 At present interpretation and translation is carried out in 116 languages, with Polish being the most frequently accessed language. This service is used by various stakeholders with the main users being NHS Lothian and Council services.
- 2.3 Service demand is managed through a small administration team, and interpretation and translation activities are undertaken by approximately 120 sessional interpreters/translators.
- 2.4 Due to demand for interpreting, translation and communication support services, ITS historically used several agencies to support approximately 3,000 cases per year at a cost of approximately £498k per annum.
- 2.5 The ITS in conjunction with Commercial and Procurement Service, has now undertaken a procurement exercise in order to appoint a framework agreement of suppliers to service this overflow requirement going forward.
- 2.6 The framework agreement features the flexibility required to allow for changes to the service delivery model that may come about as a result of the wider review of the services that is underway.

### 3. Main report

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- 3.1 The contract opportunity was advertised on Public Contracts Scotland portal for a period of 45 days in accordance with procurement regulations.
- 3.2 The requirement was divided into Lots (as detailed below) in order to facilitate potential participation in the procurement process by small and medium sized enterprises, voluntary and community groups, social enterprises, charities and local businesses:
- Lot 1 – Interpreting – face to face (top 5 scoring suppliers to be appointed);
  - Lot 2 – Interpreting - telephone (top 5 scoring suppliers to be appointed);
  - Lot 3 – Translations (top 3 scoring suppliers to be appointed);
  - Lot 4 – British Sign Language (top 3 scoring suppliers to be appointed); and
  - Lot 5 – Braille and other formats, e.g. audio-tape, audio-CD, large print, etc (top scoring supplier to be appointed).
- 3.3 The evaluation of tenders included an emphasis on quality, as well as price, with 60% of the overall evaluation score allocated to quality and 40% of the overall evaluation score allocated to price. This cost: quality ratio was assigned to ensure that those tendering were able to deliver the key tasks and produce the study as required within the programme.

- 3.4 Following completion of the quality analysis, tenders were subject to a cost analysis. The cost analysis established the full price of tenders, considering responses to the Pricing Schedule. The lowest priced bid was allocated the 40% weighting. All other bids were scored on a pro-rated basis against the lowest priced bid. Scores from the quality analysis were then combined with the scores for the cost analysis to reach a combined score for each tender submission.
- 3.5 Tenderers individual scores are detailed in Appendix 2.
- 3.6 When the framework agreement is operational pieces of work will be allocated to the highest ranked Supplier (based on quality and price) on the appropriate Lot. If the Supplier declines or cannot meet the requirements, the next highest scoring Supplier will be allocated the work and so on.

## **4. Measures of success**

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- 4.1 Currently the fill rate of appointments is 98%+. This aim of this framework agreement is to achieve a 99%+ fill rate.

## **5. Financial impact**

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- 5.1 Prior to this procurement exercise the total value of the provision of overflow services was estimated at £498k annually. By putting this framework agreement in place a saving of 8.5% will be achieved which totals an estimated £42k per annum (£168k for the full contract period including extensions).
- 5.2 The costs associated with procuring this framework agreement are estimated at up to £10,000.

## **6. Risk, policy, compliance and governance impact**

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- 6.1 To ensure the ongoing availability and quality of this essential service a robust service agreement will be put in place to ensure that service standards are maintained and cost transparency achieved.

## **7. Equalities impact**

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- 7.1 The provision of interpretation, translation and communication services directly support public sector equality duties, in particular the elimination of discrimination, the advancement of opportunity and the fostering of good community relations.

## **8. Sustainability impact**

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- 8.1 Under the Climate Change (Scotland) Act 2009, the Council must ensure that its policies, plans and strategies take account of carbon impacts, adaptation to climate change, and sustainable development.

- 8.2 It is not anticipated that the activity of providing ITS will have significant carbon impact however the pricing model has required costs inclusive of expenses to be submitted by Tenderers. This has the effect of incentivising the use of local interpreters and therefore reducing travel impacts.

## 9. Consultation and engagement

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- 9.1 NHS Lothian, the Council's largest user partner were consulted with and engaged as part of the procurement process with one manager from NHS Lothian being involved in the evaluation of the tenders submitted.

## 10. Background reading/external references

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- 10.1 The future management of the wider ITS is detailed in a separate report on the Committee agenda.

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## 11. Links

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<b>Coalition Pledges</b>	P30 Continue to maintain a sound financial position
<b>Council Priorities</b>	CP11 An accessible connected city CP13 Deliver lean and agile services
<b>Single Outcome Agreement</b>	SO4 Edinburgh's communities are safer and have improved physical and social fabric
<b>Appendices</b>	Appendix 1 - Summary of Tendering and Tender Evaluation Processes Appendix 2 – Tenderer's Scores Appendix 3 - Languages

Appendix 1 - Summary of Tendering and Tender Evaluation Processes

Contract	Framework Agreement for the Provision of Interpretation, Translation and Communication support	
Contract period	3 years with the option to extend for further 12 months from 1 December 2016 to 30 November 2019 (or 30 November 2020)	
Estimated contract value	£1,824,000 over four years	
Savings to be tracked	£42,000 annually	
Standing Orders observed	3.1 - Director responsible for selecting and appointing suppliers with guidance as appropriate from the Chief Procurement Officer  5.1 - Tenders evaluated on the basis of most economically advantageous and the best price-quality ratio.	
Portal used to advertise	Public Contracts Scotland	
EU Procedure chosen	Open	
Tenders returned	Lot 1 – 6 Lot 2 – 5 Lot 3 - 11	Lot 4 - 5 Lot 5 - 1
Tenders fully compliant	Lot 1 – 6 Lot 2 – 5 Lot 3 - 11	Lot 4 - 5 Lot 5 - 1
Recommended suppliers	Detailed at Section 1 - Recommendations	
The scores obtained by each tenderer	Detailed in Appendix 2 - Tenderer's Scores	
Primary criterion	Most economically advantageous tender to have met the qualitative and technical specification of the client department.	
Evaluation criteria and weightings and reasons	<b>Question</b>	<b>Weighting</b>
	Service Delivery	25%

for this approach	Staff and Resources	25%
	Performance management and Continuous Improve	10%
	Collaboration, Quality Assurance and Business	10%
	Implementation Plan	5%
	Exit Management Plan	10%
	Fair Work Practices	5%
	Data Protection	5%
	Community Benefits	5%
Evaluation Team	<ul style="list-style-type: none"> <li>• Jennifer Wilson - Customer service Manager</li> <li>• Van Dundas - Interpretation &amp; Translation Services Manager</li> <li>• Delphine Jaouen - Interpretation and Translation Manager, NHS Lothian</li> </ul>	
Consideration as to procurement methodology and processes to ensure SME friendly	The requirement was split into five lots with the option to include more than one supplier per lot. This was to encourage supplier participation which will be crucial to the success of the Framework in a fragmented marketplace composed largely of SMEs.	

## Appendix 2 – Tenderer’s Scores

### Lot 1 – Interpreting – face to face

Supplier Name	Price Score	Quality Score	Combined Score	Rank
DA Languages Ltd	38.50	45.00	83.50	1
Prestige Network Ltd	40.00	41.25	81.25	2
Global Language Services Ltd	29.04	42.75	71.79	3
Elite Linguists C.I.C.	23.90	45.75	69.65	4
Supreme Linguistic Services Ltd	28.35	29.25	57.60	5
Tenderer 6	28.38	21.00	49.38	6

### Lot 2 – Interpreting - telephone

Supplier Name	Price Score	Quality Score	Combined Score	Rank
DA Languages Ltd	35.89	52.50	88.39	1
AA Global Language Services Ltd	34.69	42.00	76.69	2
Supreme Linguistic Services Ltd	40.00	25.50	65.50	3
Prestige Network	29.40	33.75	63.15	4
Global Language Services Ltd	19.27	42.75	62.02	5

### Lot 3 – Translations

Supplier Name	Price Score	Quality Score	Combined Score	Rank
DA Languages Ltd	35.01	52.50	87.51	1
The Language Room	40.00	45.75	85.75	2
AA Global Language Services Ltd	39.29	45.75	85.04	3
Tenderer 4	29.01	45.75	74.76	4
Tenderer 5	32.12	39.00	71.12	5
Tenderer 6	21.64	45.75	67.39	6
Tenderer 7	28.60	33.75	62.35	7
Tenderer 8	28.54	33.75	62.29	8
Tenderer 9	38.85	21.75	60.60	9
Tenderer 10	17.00	33.75	50.75	10
Tenderer 11	15.06	33.75	48.81	11



Lot 4 – British Sign Language

<b>Supplier Name</b>	<b>Price Score</b>	<b>Quality Score</b>	<b>Combined Score</b>	<b>Rank</b>
Sign Language Interactions Ltd	28.13	53.25	81.38	1
DA Languages Ltd	29.90	48.00	77.90	2
Prestige Network Ltd	40.00	37.50	77.50	3
Tenderer 4	39.60	35.25	74.85	4
Tenderer 5	33.64	30.75	64.39	5

Lot 5 – Braille and other formats, e.g. audio-tape, audio-CD, large print, etc.

<b>Supplier Name</b>	<b>Price Score</b>	<b>Quality Score</b>	<b>Combined Score</b>	<b>Rank</b>
DA Languages Ltd	40.00	51.75	91.75	1

### Appendix 3 - Languages

<b>No</b>	<b>Language</b>	<b>No</b>	<b>Language</b>
1	Akan	44	Kurdish Kurmanji
2	Albanian	45	Kurdish Sorani
3	Amharic	46	Latvian
4	Arabic	47	Lithuanian
5	Armenian	48	Macedonian
6	Bengali	49	Malay
7	Bosnian	50	Malayalam
8	Bulgarian	51	Mandarin
9	Burmese	52	Mandinka
10	Cantonese	53	Manjago
11	Catalan	54	Nepali
12	Chewa/Chichewa	55	Norwegian
13	Croatian	56	Polish
14	Czech	57	Portuguese
15	Danish	58	Punjabi
16	Dari	59	Pushtu
17	Dinka	60	Rohingya
18	Dutch	61	Romanian
19	Edo	62	Russian
20	Estonian	63	Samoan
21	Farsi	64	Serbian
22	Finnish	65	Shona
23	Flemish	66	Sindhi
24	French	67	Sinhalese
25	Gaelic	68	Slovak
26	German	69	Somali
27	Greek	70	Spanish
28	Gujarati	71	Swahili
29	Hakka	72	Sylheti
30	Hausa	73	Tagalog/Filipino
31	Hebrew	74	Tamil
32	Hindi	75	Telugu
33	Hungarian	76	Thai
34	Igbo	77	Tigrinya
35	Indonesian	78	Turkish
36	Italian	79	Twi
37	Japanese	80	Ukrainian
38	Kannada	81	Urdu
39	Kazakh	82	Uzbek
40	Konkani	83	Vietnamese
41	Korean	84	Wolof
42	Krio	85	Yoruba
43	Kurdish Badhini	86	Zulu